

VOLUNTEER
SERVICES



Mark your calendars

April 2 & 3	Volunteer Services Jewelry Sale, Atrium lobby	May 15	Junior Volunteer Parent/ Student Orientation
April 23	1000+ Hour Volunteer Luncheon, East Room	May 27	University Holiday— Volunteer Office Closed
April 21-27	National Volunteer Week	May 28	Volunteer Services Board Meeting
April 30	Junior Volunteer Applications Due	June 5	Twilight Toast
May 14	Contributions and Donations Committee meeting	June 16	Summer College Student Orientation



Volunteer Services
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IOWA CITY, IA

The Volunteer Reporter

Spring 2002 Newsletter

Happy Spring

The staff of Volunteer Services

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Judy Quigley

Jean Reed

Marlene Rich

Patty Sterner

Scholarships available

Graduating high school seniors who volunteered a minimum of 100 hours at our hospital and are accepted into an accredited college or university are eligible for a \$500 scholarship. Contact our office for an application form. Scholarship applications may be completed through May, 2002. So graduates, there's still time to reach that 100-hour milestone.

Volunteers honored at 1000+ Hour Luncheon Wednesday, January 17

Three new volunteers were welcomed into the 1000+ hour club at our January luncheon in the East Room. **Connie Delaney** is a retired schoolteacher who began volunteering in February, 1999 with her husband, Bill. She is the regular Monday "hospitality cart lady." She spends every Wednesday in the Patients' Library and is currently the chair-elect of our Volunteer Advisory Board. **Walter Houston** came to us in August 1998 with a desire to give something back to our hospital after being treated here. He spent many hours in our office before taking a position in the Cancer Information Service, where he volunteers several times a week. **Bernie Mahoney** began volunteering in February 1995, contributing many of her hours in our Gift Shop, primarily on Friday mornings with Wilma Evans. She has also served on the Volunteer Services Advisory Board. **Beth Erkonen** was honored for a remarkable 5,000 hours of service. Beth began volunteering in 1988 and is a familiar face as the Wednesday afternoon receptionist in the Volunteer Services office. She has also contributed as a patient visitor, in the PICU waiting area, and as their office receptionist.

She currently spends each Thursday in the SICU waiting area and occasionally substitutes at Rooftop Refreshments. Finally, **Dixie Jurgens** was honored for contributing 20,000 hours since she began volunteering in 1984. Dixie contributes from home, crocheting caps for infants in our nurseries and bookworms for the Patients' Library. Congratulations to all for their outstanding achievements. Our next luncheon is scheduled for Tuesday, April 23.



(Pictured: Beth Erkonen (center) receives her 5,000-hour gift from Interim Director and CEO, Ann Madden Rice, as Volunteer Services director Mary Ameche and 1000+ hour volunteer Donna Tjaden look on)

Have you checked out the 1000-hour volunteer recognition plaque in the main lobby lately? Located between the main information desk and registration, this display showcases the names of volunteers who have contributed 1000 hours of service and the year they reached this milestone. It is an inspiring display of your dedication and commitment to our hospital over the years, so stop by to acknowledge the 230+ volunteers who have made such a remarkable contribution!

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Important Reminder: Update your TB test annually

In accordance with recommendations by the Centers for Disease Control and Prevention and the Occupational Safety and Health Administration, all University of Iowa Health Care employees, students, and volunteers are required to undergo an annual TB test in the University Employee Health Clinic (UEHC). Please report to the UEHC, first floor Boyd Tower, any time between 7:30 a.m. and 5 p.m. Monday, Tuesday, Wednesday, or Friday **annually during your birth month**. Prior to arriving, you must obtain a green patient identification card from the main entrance registration area, if you do not already have one. Bring the card with you to the clinic. This annual review is mandated by hospital policy and compliance is a condition of continued employment for all University of Iowa Health Care employees, students, and volunteers. Thank you for protecting yourself as well as our patients by complying with this important regulation.

Junior Volunteer Program

Applications for the 2002 Junior Volunteer Program are available now through April 30, with the parent/student orientation scheduled for May 15. The focus of this eight-week summer program is to introduce young adults to volunteer service at our hospital and provide them with exposure to careers in health care fields. Students in the program volunteer in various areas of the hospital and attend weekly career seminars given by our staff and faculty. It is a great opportunity for students ages 14 to 18!

College Student Program update

January 27 was our college student volunteer spring orientation. We brought on an impressive 160+ new students for the spring semester. In addition, nearly 60 of our returning volunteers selected new

placements at the re-orientation held earlier that day. We are very pleased with this turnout and are looking forward to one of our best semesters yet!

Volunteer Services News

Business Expo – We participated in the Business Expo sponsored by the Iowa Chamber of Commerce at Carver Hawkeye Arena January 18 and 19 and had a great turnout at our booth. We gave away gift baskets from the Salon and Gift Shop and talked to community members about our services. Special thanks to those of you who helped in this important piece of public relations!

Jewelry Sale – Our next sale is scheduled for April 2 and 3. Any volunteers interested in helping with this enjoyable fundraiser, please call Twila at 356-1065. Proceeds benefit many programs in support of our patients and their families.

Three cheers for our office volunteers – It's amazing the projects our office volunteers complete in the course of a year. This past year, office volunteers delivered nearly 4,300 flower arrangements, 1,500 newspapers and ran over 5,200 errands for departments throughout our hospital. This is in addition to our many table projects. For example, in December, volunteers stuffed, labeled and sorted over 1,700 letters for Dr. Richenbacher and over 1,500 letters for Dr. Robinson of UI Behavioral Health. They collated over 200 six-page packets for the Digestive Disease Clinic, wrapped hundreds of bandages for CHAMPS, folded and stapled 2,000 organ transplant newsletters for the surgery department, and completed dozens of other smaller projects dropped off daily. Way to go, office volunteers! We can always use an extra pair of hands at the table. Come join us if you have a free hour or two...it's a great way to keep in touch and socialize with your volunteer teammates! Office hours are 8 to 5 Monday through Friday. We hope to see you soon!

The Volunteer Services Board approved the following quarterly fund requests for November:

1. Jane Utech, Radiation Oncology Clinic, \$800 to purchase frames for wildlife photos.
2. Barb Young, Rehabilitation Therapies, \$5,500 for Bingo prizes purchased through the Gift Shop.
3. Carol Winter, Children's and Women's Services, \$941.79 to purchase 100 copies of "Mother Multiples: Breastfeeding and Caring for Twins or More."
4. Brenda Gordley and Kathy Duethman, Rehabilitation Therapies, requested funding to purchase lapel pins to recognize Child Life Volunteers. Discussion ensued regarding the value of volunteer recognition. The request was tabled pending creation of a program to support volunteer appreciation hospital-wide during the coming year. Volunteer Services staff will develop a letter with suggestions for recognition, information on National Volunteer Week and guidelines for departmental reimbursement to encourage staff to show appreciation for the volunteers in their areas.

The total of these approved requests was \$7,241.79

Gift Giving – Keep Volunteer Services in mind for Mother's Day, Father's Day, birthdays, graduation—any gift-giving occasion! Gift certificates are available from the Volunteer Services Gift Shop, Fourth Floor Salon or Rooftop Cafe. Get your gifts, flowers and cards from the Gift Shop, hair and nail products from the Salon, and jewelry from our Jewelry Sale April 3 and 4. Remember, proceeds benefit our patients and their families!

Special Focus: Memories Videos

Volunteer Services sponsors the creation of memory videos for patients battling life-threatening illnesses. Videos reflect the patient's life through affirmations of family members, friends, doctors, nurses, and others. Talented volunteer Kris Westphal creates a scrapbook of the patient's life using video footage and photographs. Families need only provide pictures they would like considered for inclusion (which are returned at completion of the project). The pictures are combined with video footage taken at the hospital and are edited with music. Each patient or



Pictured: Volunteer Kris Westphal mugs with her camera

family may receive up to five copies of the memory video to keep without charge. We are pleased to be able to support this unique and personal program for families during such difficult times.

Check out your web site

Keep current with activities and program news. You can even turn in your hours via e-mail. Be sure to check out our site at www.uihealthcare.com/volunteers.